

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

CWS

West Virginia Manufacturing Extension Partnership

ISO at CWS Brings Big Improvements

Client Profile:

CWS, a division of Swanson Industries (SI), is primarily responsible for the distribution of purchased finished goods for re-sale. Products include hydraulic power products, coal and aggregate mining roof bolters and face drilling rigs. To serve its customers effectively, CWS maintains a large inventory of parts to support the equipment and offers sales, service and delivery of all represented products via in house regional truck delivery routes. The company employs 20 people at its facility in Morgantown, West Virginia.

Situation:

CWS contacted the West Virginia Manufacturing Extension Partnership (WVMEP), a NIST MEP network affiliate, to assist with the implementation of a ISO 9000:2000 Quality Management System.

Solution:

WVMEP identified weakness in two areas, the port/assembly/test area and the returned goods process (RGA). First, WVMEP determined that problems in the port/assembly/test area were due to employee rotation and communication with its sister company. To solve the problem, dedicated personnel were assigned to the job, training was improved, and the job is now a skilled position with a pay increase to ensure job stability. By moving the assembly in house and giving CWS the ability to assemble, port and test the units, errors are identified and corrected quickly with no lost time.

Other problems were found in the RGA process. After reviewing this process, as required by the ISO 9000:2000 quality management system, it was noted that returned goods was higher than expected. It was also determined that the majority of the issues were customers ordering the wrong parts and vendors shipping incorrect parts at the required specification. Efforts were put in place to improve communication in this area.

Results:

- * Achieved ISO 9001 certification.
- * Increased sales from \$4,500 per day to \$10,800 per day.
- * Increased production from 12 units to 24 units per day.
- * Reduced returned goods by 85 percent.
- * Reduced scrap rate and cost of re-work.

Testimonial:

"CWS is continually trying to improve our company's products, processes and people. With the help of the WVMEP and the implementation of the ISO 9000:2000, we have been successful at doing this. We have identified areas of weakness which improvement was achieved. This resulted in increased customer satisfaction and company profits. We were able to successfully obtain and maintain our ISO

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9000:2000 certification and we are continually reviewing our processes and setting goals for improvement."

Bill Gibson, General Manager